

## Business Services Outreach Training

### Course Description:

Business Services Staff Training curriculum includes a brief overview of the WorkSource system – WDAs, Centers/Affiliates, Partners/ESD, Labor Exchange, LMEA, etc. – and the vital role which Business Services play; Central Office Business Services vision & priorities; “Branding” standards; Sales & Marketing tools, tips and strategies; how to craft effective Job Orders and ensure referral of qualified workers who meet your business customers’ needs.

**Audience:** WorkSource employees who provide business services outreach.

**Objectives:** Describe business services offered in WorkSource offices.  
 Explain Labor Market Information and resources used in business services.  
 Demonstrate how to develop and maintain relationships with employers and partners.  
 Explain creation and management of quality job orders.  
 Describe business service roles in ECDD, ESD strategic vision and goals.  
 Explain principles of quality referrals.

**Authorization:** Administrators and supervisors manage employee registration, travel arrangements, and work schedules.

**Prerequisites:** None

**Refreshments/Meals:** On your own.

**Special Needs:** Notify us at: [ESD GP ECDD Training Academy](#) if you need an accommodation.

**Registration:** Contact us at: [ESD GP ECDD Training Academy](#) to register. Include employee name(s), contact information (phone, fax, and e-mail), office location, supervisor, job title, length of employment with ESD, and dates of attendance. Confirmation will be sent with directions, map, and parking pass five days prior to the start of training.

**Class Size:** Class limited to 10-15 participants pending location of training – see below.

### Schedule

Date & Time	Location	Instructor
April 20-21 08:30-4:30 pm daily	670 Woodland Square Loop Second Floor Mercer/Vashon Rooms Lacey WA. 98503 Limited to 15 participant	ECDD Training Academy Staff
April 22-23 08:30-4:30 pm daily	670 Woodland Square Loop Second Floor Mercer/Vashon Rooms Lacey WA. 98503 Limited to 15 participants	ECDD Training Academy Staff
May 4-5	DSHS Bldg - Colville Room	ECDD Training Academy Staff

08:30-4:30 pm daily	8517 E Trent Ave Spokane WA 99220 Spokane Valley, WA Limited to 12 participants	
May 11 -12 08:30-4:30 pm daily	Yakima Work Source 306 Division Yakima WA Limited to 15 participants	ECDD Training Academy Staff
May 25 - 26 08:30-4:30 pm daily	WorkSource - Central Basin 309 E 5th Ave. Moses Lake, WA Limited to 10 participants	ECDD Training Academy Staff
June 9 – 10 08:30-4:30 pm daily	Auburn WorkSource Area Office Conference Room 2707 "I" Street Northeast Auburn WA Limited to 15 participants	ECDD Training Academy Staff